

Minutes

RTA Organizational, Services & Performance Monitoring Committee Meeting

10:13 a.m. December 4, 2018

Committee Members: Lucas (Chair), Bibb, Elkins, Serrano

Other Board Members: Clough, Joyce, McCall, Moss, Welo

Not present: None

Also Present: Anderson, Becker, Benford, Bitto, Bober, Brooks-Williams, Burney, Calabrese, Caver, Cottrell, Cranford, Czeck, Dangelo, Dietrich, Fields, Garofoli, Gautam, Gay, Gibson, Gillan-Shafron, Houston, Jaszczak, Johnson, Jones, Kirkland, Lincoln, Loh, Macko, Palagyi, Pinkney-Butts, Ponder, Schipper, Schultz, Scott, Shaffiff, Sutula, Tarka, Togher, Tucker, Urso, Vukmanic, Williams, Winn, Young, Zeller.

Rev. Lucas called the meeting to order at 10:13 a.m. The secretary called the roll and reported that four (4) committee members were present.

RFP Procurement: Shop Uniforms

Sie'era Williams, administrative assistant for fleet management and Sharon Cottrell, procurement contract administrator, gave the presentation. RTA has an ongoing need to supply and maintain industrial style uniforms and jackets for approximately 656 employees at 12 locations. The scope of services include uniform rental (11 sets per employee), weekly uniform laundry and maintenance, weekly uniform pickup and delivery and lockers, provided as needed. The uniforms are permanent press (65% polyester/35% cotton), 100% cotton, and NFPA 70e flame retardant. The RTA patch will have the new logo. And each employee gets two reflective jackets.

The RFP was issued August 20, 2018. It was assessed by five interested parties. Two firms proposed and were interviewed. The interview panel consisted of several RTA departments using selection criteria. The recommended vendor is Cintas Corporation. Their clients include Dayton Ohio RTA, Central Ohio Transit Authority, City of Cincinnati and others. Staff requests that the Organizational, Services & Performance Monitoring Committee recommend to the Board of Trustees the award of a contract to Cintas Corporation in an amount NTE \$551,987.28 for the base three years, and in an amount NTE \$183,995.76 for each option year, for a total contract amount NTE \$919,978.80 for the five year period. Chief McCall requested pictures of the actual uniforms be included in the presentation.

Rev. Lucas asked for a motion to move to the full board. It was moved by Mr. Bibb, seconded by Mr. Serrano and approved by unanimous vote.

Quarterly Management Reports

Dr. Floun'say Caver, interim CEO, gave the presentation. This is the 3rd quarter report. This quarter marked a leadership transition for the organization. A strong 2019 budget was the charge for the quarter. The Pillar Studies will look strategically at the future. RTA manages its financial performance by the strategic plan and board policy goals. The strategic plan is guided

by balance scorecard themes. One of the themes is fiscal responsibility policy. This policy uses four vital few objectives (VFOs), which are general fund revenue, passenger fare ratio, general fund expenses and personal cost versus budget. The financial goals are doing well except for passenger fares, which is not covering 20%, but 18.7 which is still strong%. Sales tax revenue is projected to end the year \$3.5 million above budget. Passenger fares are projected at \$3.1 million. State aid from the MCO sales tax loss is \$3.1 million better than budget, resulting in revenue sources being \$10 million above the amended budget.

Total operating expenditures will be \$8.3 million under budget, but funds will be transferred to the other fund categories, which will result in an increase over the budget of \$13.8 million. The available ending balance was strengthened from \$30 million to \$35 million. Of the financial policy goals, the cost per hour of service goal is at -0.8%, which is below the 2017 actual. The operating reserve will end 2018 at 1.7 month, which is above the 1 month goal. The debt service coverage is projected at 3.53, which is above the goal. The rolling stock replacement fund goal of \$5,000,000 or more each year will be met.

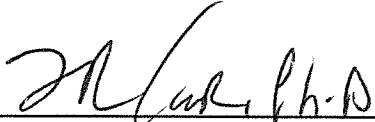
The top three capital expenditures include preventive maintenance, rail projects and bus improvement program. Preventive maintenance uses capital dollars to reimburse the general fund for preventive maintenance. That comes to \$20 million. Rail project expenses include track rehabilitation from W. 30th to W. 98th, reconstruction of the E. 34th Street Station and E. 116th Street Stations. Bus Improvement program expenses total \$10.5 million includes purchase of 16 paratransit vehicles and 33, 40ft. CNG buses. Currently, 12 of the CNG buses are in service.

Critical Success Factor scorecard results are on p. 17. The preventable accident rate was 1.33, which is better than goal 1.4 or lower. The OJI goal is 9.5 per 200,000 hours. The total was 8.23. The miles between service interruption goal is 15,000. The MBSI is 12,125. Three years ago, the performance was in the 8,000 range. The on-time performance goal is 80%. The OTP was 79.5%. Ridership at the beginning of the year was -9%. We're at -4%. The average weekday ridership was 3% lower than last year. The average weekend ridership was 2% less. Customer satisfaction is determined by the number of Ride Happy Ride Free cards received. The goal is one per 35,000 customers. It is currently one per 28,654. The attendance goal is less than 5%. It came to 5.7%. The DBE data is for the federal fiscal year. RTA's 4th quarter is the 3rd quarter calendar year. The performance was 12.8%. The total DBE participation is 21.6%, which is slightly above the 2018 goal of 21.3%.

Mayor Clough asked what the industry standard is for on-time performance. Dr. Caver said the bus industry standard is 80% and rail is 95% since rail is in a fixed guideway. Counterparts may show they are in the 90% for all service, but most are using sampling instead of GPS, which RTA uses. Buses come up against construction, ridership, loading, and other elements that affects the guideways, which impacts their performance. Chief McCall requested the E. 93/105st. project be added to the construction section. She asked what is shop talk and box talk. Dr. Caver said they are construction terms where managers talk with staff about hazards, safety goals while on the job. These are best practices for safety for industrial workers. Mr. Bibb asked how RTA's peers measure customer satisfaction and is RTA's method correct. Mr. Bitto said it is measured with the Ride Happy program, customer satisfaction surveys by mode and mystery shoppers. These are used by the industry. Mr. Bibb asked if there is one tool that is best in class that is predictive or data driven at increasing and maintaining ridership at high premium levels. Dr. Caver added that surveys ask about satisfaction. Surveys are done each quarter for all the modes.

Mayor Elkins asked if there are different levels of satisfaction with different segments of the ridership. Mr. Bitto confirmed that age, mode and other items are looked at. The surveys provide information on gaps between the level of customer expectation and the delivered service, which helps to create action plans to close the gap. RTA participates in the American Bus Benchmark Group (ABBG) with 14 other transit systems to measure where RTA is compared to others.

Rev. Lucas adjourned the meeting at 10:48 a.m.



Floun'say R. Caver, Ph.D., Interim CEO
General Manager/Secretary-Treasurer



Theresa A. Burrage
Executive Secretary